

# QUALITY POLICY

Our commitment to excellence in customer relations is based on the practice of the following principles:

- Provide services that meet the expectations and needs of our customers.
- Conforms to the requirements of the quality management system of ISO 9001 Standard.
- Formulate qualitative objectives for all functions and involve its employees in fulfilling them.
- Analyse the Risks, causes, impacts and actions to take, to avoid unwanted effects that may affect both the service and the correct operation of the company.
- Continually review the quality policy and objectives to ensure that they adapt to possible variations.
- Constantly strive to improve its effectiveness through teamwork, ability, and motivation. Promoting and developing continuous improvement actions in the services provided.
- Plan and have the necessary resources to comply with a high degree of quality in the services provided, this includes human and material resources.

Signed: Asunción Brea.

Position: General Manager

Ed.: 02

Date: 15/02/2022